



# DALLAS FURNITURE BANK

## 2025 Housing Forward Furniture Packages, Delivery Fees, and Important Information

### HOUSING FORWARD FLEX FUND PACKAGES

Dallas Furniture Bank (DFB) has worked with **Housing Forward** to put together the following basic furniture packages:

#### **Basic 1 Bedroom Package - \$320**

- 1 NEW Full Mattress & Box Spring - \$125
- 1 NEW Bed Frame - \$30
- 1 Nightstand - \$20
- 1 Dining Table with 2 chairs - \$100
- 1 Sofa/Couch - \$45

#### **Basic 2 Bedroom Bunk Beds Package - \$665**

- 1 NEW Full Mattress & Box Spring - \$125
- 1 NEW Bed Frame - \$30
- 1 NEW Bunk Bed & 2 Twin Mattresses - \$295
- 2 Nightstands - \$40
- 1 Dining Table with four 4 chairs - \$100
- 1 Coffee Table - \$30
- 1 Sofa/Couch - \$45

#### **Basic 2 Bedroom Package - \$470**

- 1 NEW Full Mattress & Box Spring - \$125
- 1 NEW Twin Mattress & Box Spring - \$110
- 2 NEW Bed Frames - \$60
- 1 Dining Table with four 4 chairs - \$100
- 1 Coffee Table - \$30
- 1 Sofa/Couch - \$45

#### **Basic 3 Bedroom Package - \$610**

- 1 NEW Full Mattress & Box Spring - \$125
- 2 NEW Twin Mattress & Box Springs - \$220
- 3 NEW Bed Frames - \$90
- 3 Nightstands - \$60
- 1 Dining Table with four 4 chairs - \$100
- 1 Coffee Table - \$30
- 1 Sofa/Couch - \$45

#### **Beds Only - All are NEW**

- 1 Twin bed set including mattress, box spring, and frame - \$140
- 1 Full bed set including mattress, box spring, and frame - \$155
- 1 Bunk bed set including bunk bed and 2 twin mattresses - \$295

**When ordering, keep in mind that if your order requires delivery, there are delivery charges as well. See the table on the next page. These delivery charges count toward the Flex Funds per order cap. They are not separate.**

### NEED ADDITIONAL ITEMS?

DFB offers many additional furniture items which are not included in Flex Funds packages, including side tables, upholstered chairs, tv stands, etc.

To order additional items (separately from Flex Funds) *and pay through your agency or have your program participants purchase their own furniture*, please visit

**<https://www.dallasfurniturebank.org/partner-agencies>** to learn how to become a partner organization, or contact Trevor Seibert, Dallas Furniture Bank Program Manager, at [trevor@dallasfurniturebank.org](mailto:trevor@dallasfurniturebank.org) or 972-466-0600.

## DELIVERY/PICK UP

DFB runs two boxed trucks with crews of two men on each truck. We schedule deliveries ahead of time based on ZIP code in order to run the most efficient deliveries possible.

- Delivery zip codes, fees, and delivery days are as follows:

Monday/Thursday				Wednesday				Tuesday/Friday			
\$60	\$100	\$150	\$250	\$60	\$100	\$150	\$250	\$60	\$100	\$150	\$250
75024	75023	75040	75002	75001	75028	75033	75068	75201	75210	75088	75115
75080	75025	75043	75013	75006	75034	75035	76201	75203	75215	75089	75149
75081	75041	75044	75069	75007	75036	75050	76205	75204	75216	75138	75180
75082	75042	75045	75070	75010	75057	75051	76207	75205	75217	75141	75181
75093	75075	75074	75071	75019	75065	75052	76208	75206	75223	75150	75253
75220			75072	75038	75067	75261	76209	75207	75224	75232	75336
75225				75039	75077	76155	76210	75208	75227	75236	
75226				75056			76226	75209	75228	75237	
75229				75061				75211	75233		
75230				75062				75212	75241		
75231				75063				75214	75339		
75234								75218			
75238								75219			
75240								75235			
75243								75246			
75244								75247			
75248											
75251											
75252											
75254											
75287											

### Other Fees

- Missed Delivery Fee (each time) - \$50
- Pick Up at DFB – FREE
- No-Show Pick Up Fee - \$50

## IMPORTANT INFORMATION

- It is **CRITICAL** that the case manager provides accurate neighbor contact information, the neighbor responds promptly to all DFB contact attempts, and the neighbor or other responsible adult is at the property on the day and time of their delivery or that the neighbor keeps their pick up appointment.
- DFB receives and distributes gently used furniture (except beds). DFB inspects and cleans furniture before distribution. DFB makes every effort to ensure furniture is usable and acceptable. However, no guarantees are given.
- Neighbors have the right to reject any item(s) provided they tell DFB staff at the time of delivery or pick up that they do not want the item(s) before they sign for their delivery or pick up.
- DFB **NEVER** distributes used beds or bedding. ALL beds and bedding are new.

- On occasion, other furniture items may be new, depending upon the inventory at DFB. DFB does not guarantee new items besides beds and bedding.

## CASE MANAGER RESPONSIBILITIES

Complete, accurate information communicated promptly makes the process run smoothly.

### Case Managers should provide:

- Complete and accurate neighbor contact information, including phone number, address, apartment number, and gate code;
- The neighbor's language preference (*DFB se habla español*);
- Any special needs of the neighbor (i.e. if the neighbor is deaf and needs to be contacted by text or email);
- New contact information ASAP if the neighbor's contact information changes.

### Case managers should inform the neighbor:

- DFB will be contacting them to schedule their delivery or pick up, and it is *very important* that the neighbor either answer the call or call back to DFB promptly;
- DFB will text to remind them of their delivery or pick up the day before;
- DFB will contact them when DFB is on the way with their delivery;
- It is *required* that the neighbor or other responsible adult is at their home on the date and time of the scheduled delivery to open the door and sign for the delivery;
- It is important to respond to contact attempts by DFB on the day of delivery;
- If the neighbor is picking up, they need to arrive with a vehicle of adequate size for the furniture they are picking up, along with loading help and all necessary tie downs;
- Neighbors should inspect the furniture when DFB delivers it or they pick it up **BEFORE** they sign for it;
- They may reject any furniture item(s) they do not want to keep at time of delivery or pick up but that *no substitute items will later be delivered*;
- Once they have signed for their delivery or pick up, all the items delivered or picked up are theirs to keep.
- *DFB does not offer refunds or exchanges.*

## DELIVERY SCHEDULING

- DFB will attempt to contact the neighbor once per day for three separate business days.
- If DFB is unsuccessful in contacting the neighbor on the third attempt, DFB will contact the case manager.
- DFB will attempt to schedule the delivery for the next available opening according to the ZIP code table above. Sometimes the next available opening does not work for the neighbor, and a later date is chosen by the neighbor. DFB will make every attempt to schedule the neighbor's delivery as soon as possible.
  - Answering when DFB calls or calling DFB back quickly gives the neighbor the best choice, as delivery date openings fill up quickly and there are a limited number of openings each day.
- Once the delivery is scheduled, **Housing Forward** will receive an email confirming the delivery date and time.
- The day before delivery, DFB will send a text to the neighbor to remind them of their delivery appointment.
- If the delivery appointment needs to be changed, the case manager or neighbor **must** contact DFB 24 hours prior to the appointment. Otherwise, a missed delivery fee will be assessed. (See below.)

## ON THE SCHEDULED DELIVERY DAY

- DFB will text or call the neighbor to let them know DFB is on the way.
- If DFB can access the property, DFB will knock on the neighbor's door.
- DFB will deliver the furniture to the neighbor.
- The neighbor should inspect the furniture.
  - If the neighbor does not want something DFB brought, they may reject any item(s).
  - DFB will remove rejected item(s) from the delivery manifest and put it back on the DFB truck.
  - *DFB will not return with substitute items.*
- The neighbor will sign for the delivery and should note declined items on the form.
- **Housing Forward** will receive an email confirmation of the delivery and that the neighbor signed for receipt of the delivered items.
- For DFB to return to the property with the neighbor's furniture, a second delivery must be scheduled.
  - Whether or not a second delivery can be scheduled is up to **Housing Forward**. **Housing Forward** may opt to cancel the order after one missed delivery.
  - If a second delivery is allowed by **Housing Forward** and scheduled with the neighbor, a second delivery fee will be assessed *in addition to* the original delivery fee and missed delivery fee of \$50.
  - DFB will bill **Housing Forward** for these fees.
- Whether **Housing Forward** bills the original agency for these fees is up to **Housing Forward**.

## IF NO ADULT IS HOME: MISSED DELIVERIES

When neither the neighbor nor other responsible adult is available to receive the furniture within 15 minutes of DFB arriving at the residence, this is called a "missed delivery."

Missed deliveries hurt everyone. Missed deliveries waste staff time and resources of your agency, DFB, and **Housing Forward**.

- If the gate code is not provided, is inaccurate, or if for any other reason DFB cannot enter the apartment complex or property to knock on the door, DFB will attempt to contact the neighbor.
- If no one responds to DFB's calls, texts, or knocks, DFB will attempt to contact the case manager.
- DFB will wait 15 minutes to allow for the neighbor or other responsible adult to be at the residence to accept the furniture, then DFB will leave for the next scheduled stop.
  - Neighbors should not ask DFB to wait longer while someone comes to the residence.
  - DFB has other stops to make that day and a schedule to keep. Other people are waiting on DFB to arrive.
  - *DFB will not be able to return the same day.*
  - A new delivery appointment must be made (if allowed by **Housing Forward**).
- A missed delivery fee of \$50 will be assessed.
  - Missed deliveries waste the time and resources of both DFB and **Housing Forward**.
  - DFB staff have spent time and resources to schedule the delivery, pull the items together, load the truck, drive to the neighbor's home, attempt to contact the neighbor, drive the items back to the warehouse, unload the items from the truck, and attempt to find out what happened.
- *The original delivery fee will not be waived.*

## AFTER A MISSED DELIVERY

- For DFB to return to the property with the neighbor's furniture, a second delivery must be approved by **Housing Forward** and then scheduled.
  - Whether or not a second delivery can be scheduled is up to **Housing Forward**. **Housing Forward** may opt to cancel the order after one missed delivery.
  - If a second delivery is allowed by **Housing Forward** and scheduled with the neighbor, a second delivery fee will be assessed *in addition to* the original delivery fee and missed delivery fee of \$50.
- DFB will bill **Housing Forward** for these fees.
- Whether **Housing Forward** bills the original agency for these fees is up to **Housing Forward**.

## AFTER A SECOND MISSED DELIVERY

- If the second delivery attempt results in a second missed delivery, a second missed delivery fee of \$50 will be assessed *in addition to* the original delivery fee, the second delivery fee, and first missed delivery fee of \$50, *and the order will be canceled by DFB*.
- The second missed delivery results in high fees and no furniture being received by the client.
- DFB will bill **Housing Forward** for these fees.
- Whether **Housing Forward** bills the original agency for these fees is up to **Housing Forward**.

## PICK UP SCHEDULING

- If DFB does not deliver to the neighbor's zip code, pick up is an option.
- Both case managers and neighbors may arrange for pick up of furniture for **free**, regardless of ZIP code.
- Pick up appointments must be scheduled in advance.
- Pick up appointments are available Monday through Friday between 9am and 2pm.
- DFB will attempt to contact the neighbor once per day for three separate days to schedule a pick up appointment.
- If DFB is unsuccessful in contacting the neighbor on the third attempt, DFB will contact the case manager.
- Once the pick up appointments is scheduled, **Housing Forward** will receive an email confirming the delivery date and time.
- DFB will text the neighbor the day before to remind them of their pick up appointment.
- If a pick up appointment needs to be rescheduled, the case manager or neighbor **must** contact DFB within 24 hours of the pick up appointment to avoid a no show fee (see below).

## ON THE SCHEDULED PICK UP DAY

- Neighbors should make every effort to pick up their items on the day and at the time of the appointment.
- DFB will have furniture items together and ready at the front of the DFB warehouse.
- Neighbors should bring an appropriate vehicle for the items they are picking up.
  - A regular truck such as an F150 is **not** large enough to pick up an entire apartment's worth of furniture. Trust us.
  - Neighbors or case managers are encouraged to rent U-Hauls if necessary.
- All furniture must be taken at time of the pick up appointment. Any furniture left behind may be removed from the order and returned to DFB stock.
- DFB does not assist with loading furniture items.

- Neighbors or case managers are responsible for bringing assistance for loading their own furniture items as well as necessary tie-downs and protective covers to secure their items.
- Neighbors may reject any item selected for their order, and it will be removed from the order. They should note what items they rejected on their pick up confirmation before signing.
- Neighbors are not allowed to browse the DFB warehouse for substitute or additional items.
- Neighbors will sign for their picked up furniture, and a confirmation and signature will be emailed to **Housing Forward**.

## PICK UP NO-SHOWS

- If the neighbor does not show up for their pick up appointment, DFB will attempt to contact them to reschedule.
- A new pick up appointment must be *made* within five (5) business days of a no-show.
- A new pick up appointment must be *scheduled* for no more than five (5) business days from a no-show.
- If the pick up is not *completed* by five (5) business days from the original missed pick up date, the order will be canceled by DFB.
- A \$50 no-show fee will be assessed on the order.
  - No-shows waste staff time and resources of your agency, DFB, and **Housing Forward**.
  - DFB staff have spent time and resources to schedule the pick up, pull the items together at the front of the warehouse, make room to store the items for the neighbor hoping pick up will be completed, then put all items away and cancel the order in the system.
- DFB will bill **Housing Forward** for the no-show fee.
- Whether **Housing Forward** bills the original agency for this fee is up to **Housing Forward**.

### Make the Most of Flex Fund Dollars for Everyone

- Provide accurate and complete neighbor contact information, including phone number, address, and gate code;
- Encourage the neighbor to respond to DFB contact attempts;
- Ensure the neighbor or other responsible adult will be at their home at the time of the delivery or that the neighbor keeps their pick up appointment;
- Contact DFB 24 hours before the delivery or pick up appointment if it needs to be changed.

## DFB CONTACTS

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